



**WEST CONTRA COSTA HEALTHCARE DISTRICT
DOCTORS MEDICAL CENTER
PATIENT SATISFACTION COMMITTEE**

**WCCHD DOCTORS MEDICAL CENTER
PATIENT SATISFACTION COMMITTEE
JANUARY 21, 2014 – 4:30 P.M.
Doctors Medical Center - Cafeteria
2000 Vale Road
San Pablo, CA 94806**

Governing Body Members

*Eric Zell
Irma Anderson
Deborah Campbell
Sharon Drager, M.D.
Richard Stern, M.D.*

Other Members

Attached

AGENDA

- | | |
|---|----------------|
| 1. CALL TO ORDER | Bob Redlo |
| 2. PUBLIC COMMENTS
<i>[At this time persons in the audience may speak on any items not on the agenda
and any other matter within the jurisdiction of the of the Patient Satisfaction Committee]</i> | Bob Redlo |
| 3. OPENING OVERVIEW | Bob Redlo |
| 4. HCAHPS DATA REVIEW | Vanika Moeller |
| 6. PERFORMANCE IMPROVEMENT | Vanika Moeller |
| 8. BREAKOUT IMPROVEMENT SESSION | Sandy Myerson |
| 9. NEXT STEPS | Bob Redlo |
| 10. WRAP UP | Bob Redlo |